

## CORE- Mailroom Mail Opening

### Purpose:

The incoming mail is either picked up from the post office by the Courier, delivered to the back door of Iowa Medicaid Enterprise (IME) building by the post office, picked up from the Hoover building mailroom by the Courier, or delivered by parcel service to the IME building main entrance receptionist desk. Parcel service mail is not received or processed by the mailroom. It is sent directly to the various units within the IME by the IME Receptionist. The Courier performs the Expeditor functions to prepare the mail to be opened by the Data Entry/Imaging Technicians (DE/IT) and Data Entry Specialists (DES). There are specific guidelines when opening and prepping the mail once it reaches the mailroom.

### Identification of Roles:

Courier – perform Expeditor functions associated with mail opening process

DE/IT and DES – receives, preps, and sorts incoming mail

Quality Analyst – perform Quality Assurance checks on specified aspects of the mail opening process

Operations Coordinator, Operations Team Lead, and Operations Manager – operate as a resource for the mail opening functions; implement process changes as needed

### Performance Standards:

None

### Path of Business Procedure:

Step 1: Tubs of mail are placed at the various work stations based on the following:

- a. PO Box number
- b. Whether a “Patch Page” or a “Barcode Page” is needed during prepping
- c. Amount of mail received in a PO Box

Step 2: Prep and sort the mail

- a. Remain in Dual Custody
- b. Keep PO Boxes separate
- c. Identify the type of document within the envelope
- d. Remove all staples
- e. Tape down any documents that are smaller than an 8 ½ x 11 sheet of paper
- f. Place the prepped document into the appropriate sort bin
- g. Add a “Patch Page” or a “Barcode Page” if needed

1. Patch Pages are used with multi page items that are scanned into the Transform Remote Scan Client
2. Barcode Pages are used for items that are scanned into OnBase

Step 3: Bundle and complete the Scan Job Coversheet

Step 4: Weigh the bundled mail

Step 5: Transfer bundled mail

- a. Depending on the document type, the mail is transferred to one of the following places:
  1. The shelving unit to be Scanned
  2. The Quality Assurance cart to be quality checked
  3. Mail from the Quality Assurance cart will be transferred to the shelving unit to be scanned once the Quality Assurance check is complete

## **Forms/Reports:**

Scan Job Coversheets

## **RFP References:**

5.2.2.3.4.1.2, 5.2.2.3.4.11

## **Interfaces:**

Hoover Mailroom, Post Office

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**Attachments:**

Scan Job Coversheet

# CLAIMS

YEAR/JULIAN TO ASSIGN: \_\_\_\_ - \_\_\_\_ **A / F**  
                                  Y Y   J J J

**Singles      Claims Attach      LTC-AD      LTC-TAD**

**Pharmacy Attach      Pharmacy Singles**

**PO BOX #:** 150001      36330      36390      36446      36450  
                          36475      36476      36478      36510      36506  
                          310202      INTERNAL      POLICY      STREET

**TODAY'S DATE:** \_\_\_\_\_ **INITIALS:** \_\_\_\_\_

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**DATE IMAGED:** \_\_\_\_\_

**IMAGED BY CLERK ID:** \_\_\_\_\_

YEAR/JULIAN TO ASSIGN: \_\_\_\_\_ ~ \_\_\_\_\_  
Y Y J J J

## SURS Request for Medical Records

**SCAN PRIORITY:** \_\_\_\_\_

**TODAY'S DATE:** \_\_\_\_\_ **INITIALS:** \_\_\_\_\_

DATE IMAGED:

IMAGED BY CLERK ID: \_\_\_\_\_

Scan Job Coversheet

## CORRESPONDENCE

YEAR/JULIAN TO ASSIGN: \_\_\_\_ - \_\_\_\_ **A / F**  
                                  Y Y    J J J

**2D CORR Attach   2D CORR Singles   Adjustment   Checks**  
**CORR   Cost Reports   Med Needy   Member Enroll   Policy**  
**POS Checks   Recoupment   Rev CORR   RTP Attach**  
**RTP Singles   SIQ**

**SCAN FORM:** \_\_\_\_\_

**PO BOX:**   150001    36330    36390    36445    36446    36450  
36475    36476    36478    36510    36506    310195    310202  
**INTERNAL    POLICY    STREET    DIA    RETURN**  
**RESUB    HIPP    HIPPRET**

**TODAY'S DATE:** \_\_\_\_\_ **INITIALS:** \_\_\_\_\_/\_\_\_\_\_

\_\_\_\_\_

**DATE IMAGED:** \_\_\_\_\_

**IMAGED BY CLERK ID:** \_\_\_\_\_/\_\_\_\_\_

**YEAR/JULIAN TO ASSIGN:**             -             

Y   Y
J   J   J

**PO BOX #:** INTERNAL POLICY RESUB SCREEN

**SPECIAL BATCH: YES**

SCAN PRIORITY: **50    150    255**

**TODAY'S DATE:** \_\_\_\_\_ **INITIALS:** \_\_\_\_\_

DATE IMAGED: IMAGED BY CLERK ID: